Nationwide Tax Forum W-2 Payroll Pointers



Patricia A. Hayes

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Social Security Administration

June 28, 2005

Topics

- •What's New? What's Not?
- TY 2005 Changes
- Ways to File W-2 / W-2c
- Test Your File and Practice E-File
- Avoiding Common Errors
- Employee Name/SSN Verification
- Reconciling W-2 and 941/943 totals
- Social Security Statement
- Garnishment from SSA

W-2 Reminders

2005 Wage Maximum \$90,000

Employee copies due January 31, 2006

SSA Wage reports due

Electronic by

Paper/Disk by

March 31, 2006

February 28, 2006

- Do not duplicate e-file by filing paper forms.
- Do not file 250+ on paper.
- Do file on time

W-2 Reporting Options

Paper (Copy A W-2 and W-3)

Magnetic Media (final year)

Electronic file

Your best choice!

Paper W-2 Filing

- up to 249 W-2's per EIN (current law)
- Machine readable Do <u>not</u> print and fill in blank forms from irs.gov
 - Official IRS Copy A printed forms W-2/W-3 -or-
 - IRS Pub. 1141 compatible substitutes (vendor Copy A forms or b/w software versions approved by SSA)
- Send under cover of W-3 to SSA (See "Where To File" on W-3)

Paper Forms are Expensive and Error Prone

Labor Intensive Receipt and Handling

Non-scannable forms/fill-ins must be keyed

- Wrong size
- Cut forms
- Entries
 - too small
 - too light
 - outside the boxes
 - completed by hand

Magnetic Media Sunset

Diskette (3½")

Final year is tax year 2005

Magnetic tape (reel or cartridge)

 Final year was tax year 2004
 "Farewell, good and faithful friend."



- March 31st filing deadline allows time to
 - Reconcile to 941/943
 - Check employee copies
- Avoids handling/shipping \$\$ for employers and SSA
- No W-3
- Immediate electronic receipt
- Faster processing
- "Self Service" tracking and more

PIN and Password are *Personal!*

- PIN (*Personal* ID Number) replaces signature and other W-3 items
- Password (user created) required to log in and use SSA's suite of services

Point your browser to www.socialsecurity.gov/employer and select "Business Services Online"

Social Security Online

www.socialsecurity.gov

Employer Reporting
Instructions & Information

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Employer Reporting Instructions & Information

Go To: www.socialsecurity.gov/employer

Employer Information Website Index

Main Employer Reporting Page

General W-2 Filing Information

How To File

Where To File

Wage Reporting Software

Vendor List

Forms & Publications

Social Security Number Verification

Developer Specifications

Employer Reconciliation Process

Frequently Asked Questions &

Form W-2 Filing Methods

Electronic Filing

<u>How To File</u>

E-Filing Handbook

<u>Business Services Online</u>

Electronically File Your W-2s

E-Filing and Magnetic Media File Format

How to File W-2C

Form W-2c/W-3c Instructions

Business Services Online Tutorial

E-Filing and Magnetic Media File Format for W-

<u>2C</u>

File Edit Tips f 7-2 Reports

Tutorial

artridge, or Diskette Filers

<u>Magnetic Media File Format</u>

How to File W-2C

Select "Business Services Online"

W2 News Subscribe Today

New Employees Not Covered by Social Security

2005 Wage Base Announced

BSO Tutorial for TY 2004

File Edit Tips for W-2 Reports

New Threshold for W-2c

E-Filing Handbook

Online Error Information

Call the Experts

Business Services Online

Si usted necesita ayuda en español para someter sus informes de

If you have already registered, select Login to use BSO

salario electrónicamente (esto incluye registrarse para un Número de

Identificación Personal [PIN, por sus siglas en inglés] y contraseña),

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Social Security Online

www.socialsecurity.gov

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SSA Home Page **Publications**

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BSO News

Enter your e-mail address during BSO Registration and receive important filing information. Because your time is valuable, we will only e-mail you about 4 to 6 times a year for instance, when it's time to change your password or when changes are announced for the

llame al 1-800-772-6270. Business Services Online (BSO)

BSO is a <u>suite of business services</u> for companies to

conduct business with the Social Security You must be a registered BSO user to u Other services may be added in the futu

Login

services and to maintain your BSO account. Registration

If you have not registered for BSO, but nee Personal Identification Number (PIN) and p Registration.

BSO and Registration:

Software/Hardware Requirements:

Your browser settings

must accept cookies. We recommend using a Windows-based PC to use our Internet

services. Using Computers, ther non **Current PIN** ed PCs

holder "Login" Notice: If your browser can not

consistent

cryption.

n use

upgrade

New user

Search

"Registration"

viime services Are Available:

> Monday-Friday 5 AM - 1 AM

IRES Welcome Page Seguro Social en Espanol

Business Services Online Website Index

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BSO News

Enter your e-mail address during BSO Registration and receive important filing information. Because your time is valuable, we will only e-mail you about 4 to 6 times a year – for instance, when it's time to change your password or when changes are announced for the new filing season. Already registered? Login and select Update your Contact Information.

Business Services Online (BSO)

BSO is a suite of business services for companies to conduct business with the Social Security Administration. You must be a registered BSO user to use these services. Other services may be added in the future.

Please Note: If you are accessing Business Services Online using a slow connection speed (for example - dial-up connection), you may experience some problems with connectivity. These include partial page loads or error messages indicating that the page could not be found. Please refresh the page, or try again at a later time. We apologize for the inconvenience and are working to resolve the problem.



Login

If you have already registered and need to use BSO services or maintain your BSO account, or if you need to complete your phone registration, select Login.



Registration

If you would like to register for BSO, and need to obtain a Personal Identification Number (PIN) and password, select Registration. *Note: You* must have an Employer Identification Number (EIN) to request access to the full range of Business Services Online. If you are self-employed, you may request limited access without an EIN. Apply For EIN

BSO and Registration:

Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel.

For TDD/TTY call 1-800-325-0778.

Online Services Are Available:

Monday-Friday 5 AM - 1 AM

Saturday 5 AM - 11 PM

Sunday 8 AM - 11 PM

All times EST

Software/Hardware **Requirements:**

Your browser settings must accept cookies. We recommend using a Windows-based PC to use our Internet services. Using Macintosh Computers, Web TV. or other non Windowsbased PCs may cause inconsistent results.

Encryption Notice:

If your browser can not use 128-bit encryption, you will need to upgrade it before vou can use our Internet applications.

IRES Registration Attestation Page

Registration Attestation

Please read the following information about registering to use Business Services Online.

Please select the link below to read about SSA's legal authority for collecting information.

• Paperwork Reduction Act Statement.

Registering for Business Services

To obtain a PIN and password, complete the registration form and select the submit button on the following page. The information you submit will be verified against our records.

Upon successful registration, you will have your PIN and password.

You may update your registration information or change your password at any time. Your PIN will expire if you do not change your password at least once a year. The system will display your password expiration date. If you provide an e-mail address during the registration process, you will receive an e-mail notification when your PIN is about to expire.

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

User Certification for SSA Business Services Online

I certify that:

• I am currently employed by the employer associated with my registration and am authorized to conduct business on behalf of the employer.

<mark>OR</mark>

I am registering as the employer of an individual or individuals who work(s) for me in my household.

- I understand that I may be subject to penalties if I submit fraudulent information. I agree that I am responsible for all actions taken with my PIN.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

IRES Registration Page

Registration for Business Services Online

Form Approved: OMB No. 0960-0626

You must have an Employer Identification Number (EIN) to request access to the full range of Business Services Online. If you are self-employed, you may request limited access without an EIN. <u>Apply For EIN</u>

NOTE: Accountants, CPAs, etc. You only need to register once in your own firm's name. You can then conduct business for as many clients as you wish.

Quick Help!

- Fields marked with an asterisk (*) MUST be completed.
- Enter Name and SSN as they appear on your Social Security Card
- Do NOT use punctuation in any field. This includes dashes in phone numbers.
- Please do NOT use your browser's navigation keys during this application.
- Use of the browser's navigation keys may cause a loss of data.

WARNING: Your JavaScript is currently disabled. This application gives you error messages and warnings that cannot be displayed unless JavaScript is enabled. To enable JavaScript, use your browser settings.

Information About You, or Your Company or Business: This part of the form is to gather information about you, or the company you own or by which you are employed. We will compare this information with our records to verify you are currently employed by the company or business you represent. Correspondence with your employer will be sent to the address we have on file, not the address provided above. Select this link for more help with completing this form. <u>Help</u>

Employer Identification Number (EIN): I am Self Employed and have a U.S. Social Security Number	
but DO NOT have an EIN:	E
I work and reside outside the U.S. and DO NOT have a U.S. Social Security Number:	E
Company Name or Business Name: *	
Company Phone Number: *	
Company Phone Extension:	

Please check the statement(s) below **ONLY** if they apply to you.

I am a 3rd party submitter registering to do business on behalf of another company.

I am registering as the employer of an individual or individuals who work(s) for me in my household.

IRES Registration Page • Information About You: Since you are requesting a Personal Identification Number (PIN), we will need to gather some information about you. The information you provide will be compared with our records in order to verify your identity. Please

enter Name and SSN as they appear on your Social Security Card. Select this link for more help on filling out this form. Help

First Name: *	
Middle Name:	
Last Name: *	
Suffix (Jr, Sr, II, III, IV):	
U.S. Social Security Number:	
Date of Birth (m m d d c c y y): *	
Preferred Mailing Address Line 1: *	
Preferred Mailing Address Line 2:	
City: *	
Please enter a U.S. Domestic Address OR a Foreign Address	
Country: *	United States
State Abbreviation (for U.S.) / Province: *	
Zip (for U.S.) / Postal Code: *	Zip Ext (for U.S.):
Work Phone Number: *	
Work Phone Extension:	
Fax Number:	
Please remember to provide your e-mail address. Your e-mail address updates (e.g., remind you to change your password to keep your PIN	
E-mail:	
(Needed to notify you about registration and other wage reporting updates.)	
Self-select Your Password: Your Personal Identification Number and password a characters long and be a combination of letters and numbers. Select this link for m	
Enter Password: *	
Reenter Password: *	

IRES PIN Issue page



Social Security's Business Services Online (BSO)



Your registration request was successful. Your Personal Identification Number (PIN) for Business Services Online is:

T9ZH27P8

Please secure this number for your future use. You will need this number AND your password to access Business Services Online.

Your password will expire on 01/01/2006.

You must change your password before this date to prevent it from expiring.

You can now use your PIN and password. To request access to Business Services Online you must Login and select the Request Access to BSO Services option.

Continue

Exit

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.

For TDD/TTY call 1-800-325-0778.

BSO Home | BSO Information Links | Contact SSA | Keyboard Navigation | Logout

Welcome to Business Services Online (BSO), MARY RUSSELL

Your BSO Registration Password will expire on **09-30-2005**.

You must change your password before this date to prevent it from expiring.

What to do next: Now that your registration is complete, you must Request Access to BSO Services.

BSO allows employers and their authorized representatives to perform the following services.

Registration Services:

Request Access to BSO Services

Select the option or options that best describe the type of business you plan to conduct with Social Security. Once you have completed your request, an activation code may be mailed.

Activate Access to BSO Services

Enter activation code(s) to gain full access to requested BSO service(s).

► Re-Request Activation Codes

Re-request activation code(s) if you have not received or have misplaced them.

Remove Access to BSO Services

Disable your access to BSO services.

Deactivate your PIN

Deactivate your Personal Identification Number (PIN).

Change your Password

Your password must be changed at least once a year in order to keep your PIN active.

► Update your Contact Information

Update or change your registration information – correct address, phone number, company phone number, or e-mail address.

Request Activation Code Successful page



Social Security's Business Services Online (BSO)

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Your re-request was received on Monday, January 24, 2005

Request(s)	Activation Code Status
Report Wages to Social Security	You may begin to use this service immediately.
Verify Social Security Numbers Online	Y our activation code has been sent by first class mail to your employer.
View File/Wage Report Status, Errors, and Error Notices	Your activation code has been sent by first class mail to your employee.

The activation code is an added layer of security to either the employer or the employee using the service(s). You will not have access to certain services until you have activated the code. Activation codes are usually received within 2 weeks

Thank You For Using BSO.

Continue Exit

BSO Home Page | Request Additional Access

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.

E-file is for All Sizes, But not "One Size Fits All"

250+ W-2's – E-File in SSA's Magnetic Media
 Reporting & Electronic Filing (MMREF) format

- 1-249 W-2's E-File strongly preferred
 - 1-20 choose W-2 Online (no software required) or MMREF-1 upload
 - 21+ MMREF-1 upload

MMREF-1 Sources

Vendor product (off the shelf or customized)
See "Vendor List" at
www.socialsecurity.gov/employer

Proprietary program (download MMREF-1 from web site above)

Payroll/Tax filing agent (outsource)

AccuWage/AccuW2c Test Software



AccuWage checks MMREF-1 format AccuW2c checks MMREF-2 format

- Self-installing
- On-screen display of test results
- Identifies formatting and relational errors
 (ask your software vendor for assistance if errors are program-related)
 June 28, 2005

"Dry Run" MMREF Upload

- Train new staff, refresh your memory, or test new software/hardware/connection
- Select "Test Your Connection" before upload
- See "Submit a Test File" in the Business Services Online Tutorial



"Test Your Connection" is available only for MMREF-1, not W-2 Online.

Avoid Errors

- Money items
 - W-2 totals not equal to W-3 (or MMREF-1 RT record)
 - Partial year / Prior year
- Wrong tax year (paper forms or RE record)
- Wrong EIN (doesn't match 941/943)
- Printing or MMREF-1 software not updated with IRS/tax law changes

W-2 Online Help

W-2 Status: You are currently working on W-2 number 1.

W-2 Online Form W-2 for Tax Year 2005

Fields marked with an astensk (U.S. C.	2 1
Control Number	For Official Use OMB No. 1545-0		
Emplayer Identification Number 04 - 2728480		1 Wages, tips, other compensation	2 Federal Income Tax withhel
Emplayer's Name, Address, and ⊠P	oode .	3 Social security wages	4 Social security tax withheld
ERMANENTE MEDICAL GROUP I 950 FRANKLIN ST 18TH OAKLAND, CA 94612-5103	NC	d Medicare wages and tips.	5 Medicare tocosthheid
		7 Social security tips	S Allocated Sps
Employee's Social Security Number	7	9 Advance EIC payment 5	10 Depotedum cara bancitar 5
Employee'x Flot Name, Middle Initia int: " iddle: art: "	II, Last Name and Suffix	11 Nonqualified plans: Section 457 distributions or conflibutions action 457 distributions or conflibutions A	Code:
iumic:		В	
Employee's Address ddfess ine 1: ddfess ine 2: the		C Statutory Redisement Third-party and plan and	12b
S. Address DR a Foreign Address		G her	120 Code:
United States		J ription K an \$	5
Op/ Postal Zip Ext (u.	S.Oaly)	M N ription P and \$	Loca:
6 Employers 16 State Mages, 19	ps. etc. State income tax	R wages tips ets. Local income tax	20 Locality name
Options		V W	
New W-2	Keep this W-2 and co	Y ther W-2.	Di
Done	Keep this W-2 and re	view a list of W-2s you have entered.	
Cancel	Abandon this I/C-7 and	d review a list of W-2s you have entered.	7.

Filing Corrections (W-2c)

- Electronic W-2c Online
 - 5 or fewer
 - most recent closed year only
- 250+ W-2c's for most recent closed year requires MMREF-2 electronic or magnetic media file
- Paper Use Dec. 2002 version
 - Includes State and local fields
 - One per page
 - IRS Pub. 1223 (substitute specs)

Name / SSN Mismatches

- 240 million W-2s processed yearly
- 97% valid ⇒ posted to employee lifetime earnings records
- 3% mismatch ⇒ Earnings Suspense File
 - SSA sends notice to each employee (using address employer put on W-2)

and

SSA sends notice to employers who have a high % of mismatches

June 28, 2005

Employer Mismatch Notice

- "Code V" Notice to employers who:
 - report more than 10 W-2's, and
 - mismatches exceed ½ of 1% of total
 W-2s in report (0.005 x total number)
- Please file any W-2c's within 60 days
 Use W-2c Online!
- Document failed efforts and keep 4 years
- Use EVS to avoid future mismatches

Employee Verification Service

- Matches EE data with SSA records Name, SSN, DOB, gender
- Phone (5) or local SSA office (50)
- Over 50 paper list, tape, or diskette
 - Register first
 - See "Social Security Number Verification" at www.socialsecurity.gov/employer
- Website based SSNVS is here!

What is SSNVS?

- Allows employers to verify the name and SSN of a hired employee with Social Security (SSA) over the Internet
- Cannot be used as part of the prehiring process
- Only tells you if name & Social Security number match SSA's records
- Don't use to take adverse actions against an employee
- Provides an indicator if Social Security number belongs to a deceased person

Two Methods for using SSNVS

- Direct keying onto SSA's website
 - Key up to 10 names/SSNs with immediate results
 - Can key multiple screens

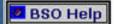
- Upload file
 - Can upload up to 250,000 SSNs per file
 - Next business day results

Request Activation Code Successful page



Social Security's Business Services Online (BSO)

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What is SSNVS?

Your re

 Allows employers to verify the name and SSN of a hired employee with Social Security (SSA) over the Internet

Request(s)

Report Wage

Verify Social

View File/W and Error No

The activatio using the ser the code. A

- Cannot be used as part of the prehiring process
- Only tells you if name & Social Security number match SSA's records
- Don't use to take adverse actions against an employee
- Provides an indicator if Social Security number belongs to a deceased person

Thank You For Using BSO.

Continue

Exit

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BSO Home Page | Request Additional Access

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.

Two Methods for using SSNVS

- Direct keying onto SSA's website
 - Key up to 10 names/SSNs with immediate results
 - Can key multiple screens

- Upload file
 - Can upload up to 250,000 SSNs per file
 - Next business day results

Steps for using SSNVS

- Register for a PIN and Password
- Get your activation code from your employer
- Input activation code (once) to turn on SSNVS
- Log into Business Services Online with your PIN and password
- Use SSNVS to verify names and Social Security numbers
- If a mismatch occurs take appropriate steps
- If you can't resolve mismatch ask employee to contact Social Security



Social Security's Business Services Online (BSO)

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SSNVS OnLine Help

SSN Verification

*SSN (99999999)	*First Name	Middle Name	*Last Name	Suffix	Date of Birth	
1.						
2.						
3.						
4.						
5.					ju,	
6.						
7.						
8.					14	
9.						
10.						

You may want to print or save this page BEFORE you submit.
This information will NOT be visible after submission.
This page contains confidential information.
Please keep the printed / saved page in a secure place.

Submit Clear Form

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel. For TDD/TTY call **1-800-325-0778.**

SSN Verification Results

Records Submitted 7	Verified Records	4	Failed Verification	2	Deceased	1

The following data does not match Social Security Administration's records. Follow the link below to find out more information.

What to do if Names/SSNs don't match.

SSN 999999999	First Name	Middle Name	Last Name		Date of Birth	Gender Code F/M	Verification Result
000000001	JANE	Q	PUBLIC	_	12181960	-	1
000000002	JOE	Q	PUBLIC	_	12181959	-	2



The following data matches Social Security Administration's records and our records indicate the person is deceased. For more information, please contact our general SSA information line at 1-800-772-1213 (TDD/TTY 1-800-325-0778) or contact your local Social Security office. To find the office nearest you, use our Field Office Locator at http://s3abaca.ssa.gov/pro/fol/fol-home.html.

SSN 999999999	First Name	Middle Name	Last Name	I .	Date of Birth	Gender Code F/M
000000003	JOHN	Q	PUBLIC	_	-	-

Verify More SSNs

Verification Result Status Codes

Code	Description
1	SSN is not in Social Security Administration's records
2	Name and DOB match; Gender Code does not
3	Name and Gender Code match; DOB does not
4	Name matches; DOB and Gender Code do not
5	Name does not match; DOB and Gender Code not checked

ITIN

Individual Taxpayer Identification Number

$$9xx-7x-xxxx$$

- Not valid for U.S. employment
- Non-citizen ID number for tax filing of non-work income
- Apply for ITIN on IRS Form W-7

ITIN or "Bad" SSN on W-4?

- Request correct SSN from employee
- If no SSN available by W-2 time
 - Do not change SSN to zeroes
 - Do use W-4 SSN on W-2 (including E-File)
- File W-2c (E-File preferred) if SSN becomes available later

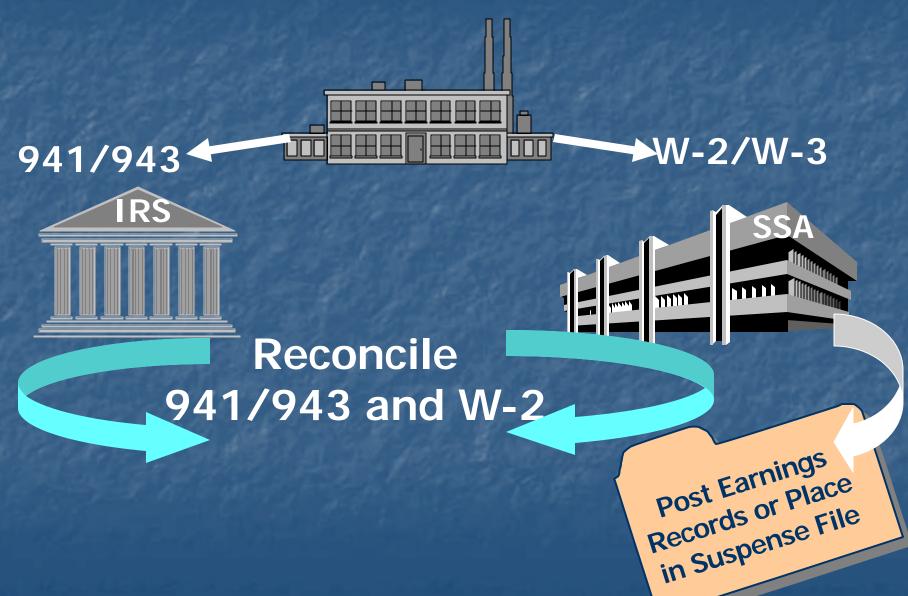
No SSN by W-2 Time?

- Paper Filers
 Enter "Applied For" on all copies
- Electronic and Diskette Filers
 Enter
 - "Applied For" on employee and employer copies
 - all zeroes in W-2 Online or MMREF-1
- File W-2c (E-File preferred) after employee receives her/his SSN

Basic Pilot

- Dept. of Homeland Security and SSA pilot
- Now web-based and nationwide
- Participating employers verify all new hires
- Checks both taxpayer ID information and employee's I-9 information
- Voluntary? to enroll, contact DHS at (888) 464-4218

"Check & Balance"



Items Reconciled

W-2 \$ totals for an EIN must equal 941 / 943 \$ totals for the EIN

Social Security

- ✓ Wages
- ✓ Tips
- ✓ Tax Withheld

Medicare

- ✓ Wages and Tips
- ✓ Tax Withheld

- ✓ Federal Income Tax Withheld
- ✓ Advance EIC Payment
- If W-2 is less than 94x SSA sends notice (Nov-Feb for prior tax year)
- If W-2 is *more* than 94x IRS sends notice

Report Your Findings!

- Complete Social Security's bar-coded questionnaire with your findings and return it to the special PO Box without delay. (Social Security refers unresolved inquiries to IRS for enforcement!)
- See "Employer Reconciliation Process" at www.socialsecurity.gov/employer for more advice

W-2 News Free electronic newsletter for 🛂

- Social Security Business Services Online PIN (Personal ID Number) holders
- Electronic W-2 Filers
- Others who subscribe by selecting "W-2 News Subscribe Today" at www.socialsecurity.gov/employer

eNews On other topics

Subscribe and select topics at www.socialsecurity.gov

Social Security Statement

- Provides lifetime earnings summary & Social Security benefit estimates
- Mailed automatically each year
 - To workers Age 25+
 - 3 months before birthday
- Earnings amounts current (2 weeks)
- More information at www.socialsecurity.gov/mystatement

State/Local Gov't New Hires

- Social Security Protection Act of 2004 (Pub. L. 108-203)
- See www.socialsecurity.gov/form1945
 Windfall Elimination Program
 Government Pension Offset
- Employee signs Form SSA-1945 "Statement Concerning Your Employment in a Job Not Covered by Social Security" before employment begins
- Submit a copy of the signed form to the pension-paying agency
 June 28, 2005

Non-Judicial Garnishment

- Debt Collection Improvement Act of 1996 (DCIA) Pub. L. 104-134
- To collect Social Security benefit overpayment (debt)
- Employer letters begin April 2005
- Employers must not use the order as a basis to fire or take disciplinary action
- SSA phone number on order for questions

Apply Online for Benefits Choose "Online Claims and Services" at www.socialsecurity.gov

Social Security Online

www.socialsecurity.gov

Home

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What You Can Do Online

Online Claims & Services

Updated: January 31, 2005

Use our Online Services: (All times ET)

Weekdays 5 AM - 1 AM Saturday 5 AM - 11 PM Sunday 8 AM - 11:30 PM

5 AM - 11 PM on these holidays:

New Years Day Independence Day Thanksgiving Day Christmas Day

Hours for <u>all other holidays</u> are:

5 AM - 1 AM

Encryption Notice: We're sorry, but if your browser can't

See if you qualify

Request your earnings record

Apply for benefits

If you get benefits...

If you have a password...

Use Business Services

Find a job with Social Security

See if you qualify for benefits

- Find out what Social Security benefits you can app Use our screening tool to help identify all the different Social Security programs for which you may be eligible.
- Estimate your benefit amounts.



Visit <u>Password Services</u> if you

How to Reach Social Security

Employer Issues

Select "How To Reach Us" at www.socialsecurity.gov/employer

Employer Reporting Service Center (800) 772-6270

General Inquiries

(Name change, apply for benefits, etc.) www.socialsecurity.gov (800) 772-1213

June 28, 2005



Patricia.A.<u>Hayes@ssa.gov</u> 312-575-4235